

**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN**

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Investigation ID:2

License #: 785-01-001

Organization Name: Pleasant Vue LLC Residential Care Home

Date of Inspection: 10-06-2011

Program Type/Facility Name: Group Home -Pleasant Vue

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
150.4 - Human rights law and regulations	NS	<ul style="list-style-type: none"> 12 VAC 35-115-50D3c which requires the director of a program to report all allegations of abuse and neglect within a 24 hours to OHR. Even though Ms. Baptise claims that she sent the report, our office never received it, and she has not produced a confirmation of sending the fax. (Even if there was no reason to suspect abuse, 12 VAC 35-115-230B2 requires such a report of a serious injury.) 12 VAC 35-115-50D3e - It is required that an abuse/neglect investigation be completed within 10 working days of the incident. The program did not send its report to our office until October 17, and the guardian did not get her copy until October 21. Human Rights Advocate had informed provider, when we went out there, on October 6, of the need to complete the investigations on both of these matters. 		
580.B - Structured program of care	NS	Provider failed to have sufficient amount of staff on 9/24/11. It was reported to VB APS that additional staff scheduled to work had called out sick. Insufficient staff plan and not implementing behavioral treatment plan contributed to events that occurred on 9/24/11.		
590.A - Staffing plan to include type & role of employees	N	Provider failed to have sufficient amount of staff on 9/24/11. It was reported to VB APS that additional staff scheduled to work had called out sick. Insufficient staff plan contributed to events that occurred on 9/24/11.		
590.D - Staffing to meet specialized needs	N	Provider failed to have sufficient amount of staff on 9/24/11. It was reported to VB APS that additional staff scheduled to work had called out sick. Insufficient staff plan contributed to events that occurred on 9/24/11.		
660.C.2 - Relevant psychological, behavioral, medical, rehabilitation and nursing needs	N	There was not an updated behavioral plan in place to address resident behaviors that contributed to the resident hitting peer.		

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General Comments / Recommendations:

A unannounced complaint investigation was initiated on 10/6/11. OL Specialist and Human Rights Advocated participated in a joint investigation with Virginia Beach APS. Staff interviewed and records reviewed.

Incident involving resident with fractured arm a determination has been made of Unfounded for abuse/neglect.

The second matter involving resident being hit by peer in the arm that had been surgically repaired, this is a Found case of Abuse/Neglect as the provider failed to keep the resident safe from harm. Provider did not have sufficient staffing and there was no current behavioral treatment plan to address ongoing needs.

Please submit acceptable corrective action by December 23, 2011 to: Ed.Gonzalez@DBHDS.Virginia.gov

I understand it is my right to request a conference with the reviewer and the reviewer's supervisor should I desire further discussion of these findings. By my signature on the Corrective Action Plan, I pledge that the actions to be taken will be completed as identified by the date indicated.

Ed Gonzalez, Specialist

(Signature of Organization Representative)

Date

Mail to: 2100 Steppingstone Square
Chesapeake. VA 23320

Due Date: 12-23-2011

C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined